



**SEATTLE POLICE DEPARTMENT**

# USING 9-1-1 INTERPRETER SERVICES

## **Call 9-1-1 when:**

- you have a Police, Fire or Medical Emergency.
- to report a crime that is in progress or has just occurred.
- there is a situation that could, or does pose a danger to life, property or both.
- there is suspicious activity involving a person(s), or vehicle that appears criminal in intent.

**The 9-1-1 system has interpreters to help if you speak little or no English.**

**1. When you call, state first in ENGLISH what service you need and what language you speak.**



**"I need POLICE. I speak LANGUAGE."**



**"I need the FIRE DEPARTMENT.  
I speak LANGUAGE."**



**"I need MEDICAL help.  
I speak LANGUAGE."**

**2. The 9-1-1 operator will connect you to a interpreter, which may take several seconds. Stay on the phone during the transfer.**

**3. When the interpreter comes on, answer the questions you are asked. Tell them exactly what has happened as briefly as possible.**



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4. The 911 operator decides how to best help you from the information you give.

Be ready to tell the operator:

- the location where the emergency is occurring. Include the building number, apartment number, street name, and any directional information (i.e.; northwest, south, etc.)

- your name, address and the phone number from which you are calling.

5. **Do not hang up until directed.** Stay on the telephone until the operator tells you it is okay to hang up.

If you need an interpreter to communicate with the Police after they arrive, one can be provided for you.

### Please note:

- 9-1-1 calls from payphones are free.

- if you wish to remain anonymous or keep information confidential, tell the operator.

- if you accidentally call 9-1-1, DO NOT HANG UP! Stay on the phone and tell them you did not mean to call.

Produced by the **Seattle Police Department**, (2005) in collaboration with the **Seattle Neighborhood Group**.



[www.seattle.gov/police](http://www.seattle.gov/police)



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